

Title (en)
Skill-value queuing in a call center

Title (de)
Fähigkeitwert anordnung in einer Anrufzentrale

Title (fr)
Répartition des appels selon les compétences dans un centre d'appel

Publication
EP 0982917 A1 20000301 (EN)

Application
EP 99306450 A 19990817

Priority
US 14126998 A 19980827

Abstract (en)
Calls or other communications requiring a particular skill for handling are placed in a corresponding skill queue in a call center. One of a plurality of different values is assigned to each of the communications in the skill queue, with each of the values corresponding to a particular level of priority for access to the skill. For example, high, mid and low values may be assigned for communications placed in a technical support skill queue. A given communication is selected from the queue as a function of the assigned values, time advantages associated with the values, and the wait times of the communications in the queue. This communication selection process may include, for example, identifying communications in the queue which are candidates for out-of-order selection, computing an adjusted wait time for each of the identified communications, and selecting the communication with the highest adjusted wait time. The adjusted wait time for a given communication may be computed as, for example, a sum of the wait time for that communication and an advantage adjustment associated with the corresponding value. The selected communication may be placed in a call selection consideration pool for a multi-skill agent. <IMAGE>

IPC 1-7
H04M 3/523

IPC 8 full level
H04Q 7/06 (2006.01); **H04M 3/523** (2006.01); **H04M 3/60** (2006.01); **H04Q 3/545** (2006.01)

CPC (source: EP US)
H04M 3/5233 (2013.01 - EP US)

Citation (search report)
• [X] EP 0740450 A2 19961030 - IBM [US], et al
• [PX] EP 0863650 A2 19980909 - LUCENT TECHNOLOGIES INC [US]
• [PX] EP 0863651 A2 19980909 - LUCENT TECHNOLOGIES INC [US]
• [X] INSTITUTE OF ELECTRONICS ET AL: "PERFORMANCE MODELLING OF AUTOMATIC CALL DISTRIBUTORS: ASSIGNABLE GRADE OF SERVICE STAFFING", PROCEEDINGS OF THE INTERNATIONAL SWITCHING SYMPOSIUM,JP,TOKYO, IEICE, vol. SYMP. 14, pages 294-298, XP000337733
• [X] JACKSON ET AL: "QUEUES WITH DYNAMIC PRIORITY DISCIPLINE", MANAGEMENT SCIENCE,US,INSTITUTE OF MANAGEMENT SCIENCE, PROVIDENCE, RI, vol. 8, no. 1, pages 18-34, XP002091801, ISSN: 0025-1909

Cited by
GB2379578A; EP1120953A3; EP1032188A1; EP1154627A3; GB2345224A; GB2345224B; US6661889B1; US6925165B2; US7050567B1; US6633640B1; US6434230B1; US6560330B2

Designated contracting state (EPC)
DE FR GB IT

DOCDB simple family (publication)
EP 0982917 A1 20000301; EP 0982917 B1 20040218; DE 69914837 D1 20040325; DE 69914837 T2 20041209; JP 2000092213 A 20000331; JP 3790390 B2 20060628; KR 20000017591 A 20000325; US 6535601 B1 20030318

DOCDB simple family (application)
EP 99306450 A 19990817; DE 69914837 T 19990817; JP 23993799 A 19990826; KR 19990035855 A 19990827; US 14126998 A 19980827